STATE OF MISSOURI
INFORMATION TECHNOLOGY ADVISORY BOARD
MEETING MINUTES
AUGUST 25, 2004

ATTENDEES:

Jim Weber, Chair	Steve Adams	Karen Boeger
Bob Borgstede	Augie Buechter	Carolyn Cook
David Crain	Jim Davenport	Kay Dinolfo
Tim Dwyer	Jeff Falter	Richard Gerling
Jan Grecian	Cliff Gronauer	Jill Hansen
Mark Higgins	Hayden Hill	Gina Hodge
Loire Kroeger	Ryan Lanclos	Gary Lyndaker
Hannah Maro	Lora Mellies	Lynn Morrow
Scott Peters	Kim Potzmann	Cindy Renick
Jim Roggero	Scott Skinner	Tony Spicci
Debbie Tedeschi	Bill Vellios	Mike Wankum
Lucy Watts	John Wegman	Gerry Wethington
Chris Wilkerson	Scott Willett	Paul Wright
Doug Young		

Jim Weber opened the meeting at 8:35 a.m. He introduced Ryan Lanclos as the Acting CIO for the Department of Agriculture. He also noted that other new CIOs include Harold Burnette at the Department of Public Safety and Stacy Gillmore at MOSERS. Jill Drennen has been named the Acting CIO at the Veteran's Commission.

PRESENTATIONS:

1. **Help America Vote Act (HAVA) Presentation (Don Lloyd)** - Don Lloyd gave a presentation on HAVA. HAVA requires the Secretary of State's Office to have a statewide list of all registered voters in Missouri. The law states it must be a single, centralized, uniform and interactive system. Coordination with various state agencies must occur on felony status, death, and driver license verification. Each voter must be assigned a unique identifier. Don gave an overview of the system. The effective date of the new system is January 1, 2006. The law requires the system to be available for the first election after January 1, 2006. Currently, each county has its own local election management system and most provide updates periodically. There are presently 3,909,364 registered voters. They would like to have the new system implemented by November 2004. A pilot is planned for the April 2005 election. The project did follow the project management and architecture standards approved by ITAB.

2. **Egovernment Report Card (Gerry Wethington)** – Gerry stated he is frequently asked to compare Missouri's egovernment progress to other states. Ron Thomas and Hannah Mao have been reviewing information available on various private industry web sites. They have developed a report, which is divided into five categories: online services, online information, constituent outreach, privacy and security, and others. Two years ago Missouri ranked 28th in the nation; last year it was ranked 12th. Ron gave the presentation, which highlighted the elements of the scorecard. This will be placed out on the OIT web site in mid-September. A notice will be sent to the ITAB Members to let them know when it will be available for access on the web site. Any questions or comments on this information should be directed to Ron Thomas.

ACTION ITEMS

1. **Approval of July 28, 2004, Information Technology Advisory Board Meeting Minutes** – Jim Weber asked if there were changes to the meeting minutes; there were none. Cliff Gronauer made the motion to accept the minutes as written; Steve Adams seconded the motion. The minutes were approved unanimously.

2. **Approval of Online Privacy Policy Template (Scott Willett)** - Scott distributed a revised Privacy Policy template that incorporated comments and suggestions he received. He thanked everyone for the comments and suggestions received. After a discussion, the group approved the proposed template with the addition of

language showing the distinction between persistent and session cookies. Scott Willett made the motion to accept the recommendation; Doug Young seconded the motion. The template with changes was approved unanimously.

3. **Approval of Performance Management Documents – Parts II and III (Paul Wright/Tom Stokes)** - Paul noted that a copy of this presentation was distributed with the agenda. Parts II and III of the Performance Management Program were distributed previously for approval at this meeting. Paul described why performance management is needed, what it is, the methodology, and reviewed the associated templates. Paul made the motion to accept the proposal; Jim Roggero seconded the motion. The motion was approved unanimously. Paul thanked the Committee for their efforts. Gerry thanked Paul for his leadership of the Committee

GENERAL BUSINESS

1. **CIO Update (Gerry Wethington)**
   - Email Consolidation – Jill Hansen stated she is still in the process of meeting with each of the agency CIOs. She is developing an overall plan for the consolidation. She noted the agencies are aligning themselves very well. At their last meeting, a high level strategy for email was presented. An Active Directory Work Group was created and will be developing a plan by October 1st. She noted that most agency staff members have been very helpful.
   - OIT Billing – Gerry stated that he is still waiting on one figure from Budget and Planning. The core expense and equipment amount is the same, but the core personal services did increase due to the cost of living increase. The fringe benefit increased from 36.72 percent to 43.78 percent. As soon as OIT receives the figure from Budget and Planning, he will send this out to the agencies. The billable total is $670,575.89. The percentages used are based on actual FY04 figures that were pulled from SAM II.
   - Smart Buy Update – The state is wrapping up the first wave of SmartBuy, which was our first attempt at consolidating IT purchases to increase efficiencies. The second wave is currently being considered. Other areas are being considered for inclusion in the process, such as food and supplies, refuse disposal, enterprise storage and servers, IT contractors, networking appliances, advertising agencies, cellular phones, etc. Gerry has recommended that any areas nearing $10 million be included. The next level of possibility would be for any areas totaling $6 million or more. The Leadership Committee will be meeting this afternoon and will be discussing a second wave of SmartBuy. Gerry stated that Silver Oaks did have a method to evaluate savings during the first wave. A longer term for bids was suggested, such as one or two years. It was noted that the state has saved a significant amount of money but the criteria may need to be changed. The best interests of the state must be considered. There are costs involved with changing vendors but ITAB must define what those costs are for the state of Missouri. Corporations are beginning to standardize on a single vendor because of the costs. META and others have estimates on what they project these costs to be.
   - FY06 Budget – OIT is moving forward with FY06 budget requests. They will be compiling a request for egovernment. The original egovernment request concludes this year. They are also developing a budget request for IT governance and Legacy refresh to assist us with getting rid of outdated technology. They are also putting together a federal decision item to look at new opportunities that are coming. Items included under egovernment are incorporating the META enterprise technology service package, the new portal look and feel, conclusion of enterprise architecture domain facilitation and training, providing e-services and infrastructure support to refresh community connections, CRM solutions, Internet presence and web services for city and county government, portal search engine continuation funding, portal software and hardware for redundancy for data center, service oriented business architecture for the pillars of government, and funding to finalize MOVAP. There are no personal service dollars in the request. As soon as it is finalized, he will send it out to everyone.
   - Network Management Consortium Update on Senate Bill 1082 Preparation – Jill Hansen has initiated a charter for the Steering Committee for the telecommunications environment currently in place. The Network Management Consortium is focused on future strategies, based the current structure, external pressures, and customer needs. The group that has been formed to do this consists of the agency CIO,

delegate with technical expertise, and a representative from the business community of that agency. Agencies participating include Office of Administration, MOREnet, Missouri National Guard, Office of State Courts Administrator, Department of Transportation, Missouri State Highway Patrol, Lottery, Department of Revenue, and the Department of Social Services. This group has already met three times since August 17th and meetings are scheduled through October 7th. The business group will be included in the August 31st and October 7th meetings. Surveys were sent out to obtain an inventory of our current network assets to agencies who utilize OA. Another spreadsheet will be sent out to agencies that have backbone responsibilities. The purpose of the survey is to determine where duplicate assets and resources exist. The business group needs to relay the information to their peers. Any new or future projects should be added to the survey spreadsheet. The original Network Management Consortium is on hold while Senate Bill 1082 is being addressed. They will resume their meetings some time after October 7th.

- PC Disposal – An audit is underway on the disposal of PCs. Gerry encouraged everyone to review the Compliance Component that the Architecture Committee has listed on the OIT web site. A discussion needs to be held to determine if a Product Component will be adopted. He will be asking Michael to contact the agencies to determine what software was acquired in complying with the Compliance Component. Jill Hansen is adding a line to the Surplus Property form that would require agencies to document whether the device has been sanitized. The agency would need to indicate who performed the sanitization and the date. The individual's signature will also be required. Items that are being sent to Surplus Property will not be accepted unless this requirement is met.

- Security Questionnaire and Security Vulnerability –There have been some questions on dates relating to these two items. It is now being recommended that the questionnaire be completed in the first quarter of the *fiscal* year and the vulnerability assessment in the first quarter of the *calendar* year. These policies can be reviewed on the OIT web site.

- IT Successes, Challenges and Marketing – This topic has been discussed in the past. Debbie Tedeschi has been working on a PAQ and OIT is now in the final process of evaluating the PAQ. They will be engaging in activity with a firm that will recommend how our communication and marketing plan should be set up. The firm will not be responsible for implementing the plan. It will need to be decided when the implementation will be contracted out or done internally. Criteria will be obtained from interviews with various agencies by the selected firm. Gerry urged the agencies to accept if asked to participate in an interview.

- Pillars of Government Update – Gerry noted that the Pillars of Government are still evolving and have varied over the last few months. OIT is in the process of aligning the data obtained in the 1998 and 1999 Strategic Planning sessions with the pillars of government. Individual meetings may be held with the agencies in the future.

- NASCIO Conference – The NASCIO Conference is scheduled for September 19-22 in New Orleans. He would like as many agencies to attend as possible. One of our agencies will be receiving an innovative award at the conference. It also marks the end of Gerry's second term as President of NASCIO.

- Egovernment Blueprint for Success – This document will be refreshed. He has received several requests for our strategy to move egovernment forward.

- Senate Appropriation Request for Projects – Gerry stated the agencies should make sure that costs associated with the projects include personnel salaries. If anyone has questions, please let OIT know. A response from OIT must be submitted by the September 30th. To date, Tom Stokes indicated the number of projects received was less than 50. Jim Weber stated the low number of projects could be attributed to the cuts in funding.

- Policy and Procedures Manuals – OIT is developing a policy and procedures manual that will also be their internal governance manual. They will also be developing an ITAB policy and procedures manual. Gerry hopes to have these completed by October 1st.

- Gerry commended the ITAB for the way this group has evolved. Conversations include discussion on what the best benefit would be for the state as a whole, rather than the individual agencies.

2. ITAB Chair Update (Jim Weber)

- Review of Action Items from Previous Meeting

  - Gerry Wethington to circulate to agencies the areas to be included in business continuity plans. – Pending. Gerry hopes to distribute within a week or so.
  - Gerry Wethington to send out materials relating to pillars of government, to be discussed at the next ITAB Meeting. – Completed.
  - Representation from an agency with UNIX experience is needed on the Application Domain Committee. – Pending.
  - Agencies interested in providing requirements for the META Group contract and/or participating in bid evaluation to contact Gary Eggen or Debbie Tedeschi.- Pending.
  - Gerry Wethington and Debbie Tedeschi to work with META to evaluate the move to package AdvantageGen products together. – Pending (conference call scheduled for tomorrow).
  - Gerry Wethington to have Pillar of Government presentations posted on OIT web site. – Completed.
  - ITAB Members to submit any comments or concerns with the cookies or any other area of the Privacy Policy to Scott Willett. – Completed.
  - Gerry Wethington requested Mary Willingham, Gary Lyndaker, and Debbie Tedeschi work with their committee to define the cost center categories (i.e., email, data base, etc.) for IT salaries. – Pending. Committee met and discussed the subset of categories. Chris Wilkerson distributed a preliminary list. Function codes can be identified that relate to these cost centers. Both IT positions and cost can be tracked. It is being done for both Personal Services and Expense and Equipment. Feedback should be provided to Mary Willingham.
  - Gerry Wethington to outline process used to obtain approval for the policies he has implemented on the OIT web site. – Pending. In the future, he will include where the authority originates in any future correspondence.
  - Jill Hansen to distribute Network Management Steering Committee Charter for the Committee to review. – Completed.
  - Jill Hansen to contact each agency to obtain their approach to the email consolidation. She will then provide this input to this group. – Pending. (This task is approximately 50 percent completed).
  - Gerry will distribute the OIT billing figures at the August ITAB meeting. Invoices will then be mailed to the agencies after the meeting. – Pending.
  - Suggestions for the Technology Newsletter may be sent to Jan Grecian. – Completed.
  - Architecture Review Committee to place list of subcommittee assignments and priorities on OIT web site. Concerns may be sent to Michael Elley. – Completed.
  - ITAB Members to review the documents on the Cybersecurity Specialist positions and provide comments to Chris Wilkerson. – Completed. Chris noted his appreciation for the responses he received..
  - ITAB Members to review Parts II and III of the Performance Management Process Draft and provide comments to Paul Wright. – Completed.

ITAB COMMITTEE UPDATES

1. **Architecture Review Committee Update (Bob Meinhardt/Michael Elley)** – Gerry asked that this Committee provide updates at each ITAB meeting to inform the agencies of any new policies or compliance components. He encouraged the agencies to be sure to assign architecture responsibilities to someone in their agencies and send their name to Michael Elley. The Committee will also continuously update the priorities within the domains.
   - Architecture Technical Committee (Michael Elley)
   - Interface Domain Committee (TBD)
   - Information Domain Committee (Tim Haithcoat)

- Infrastructure Domain Committee (Pete Wieberg)
- Interoperability Domain Committee (Charles Williams)
- Application Domain Committee (Pat Brooks)
- Systems Management Domain Committee (TBD)
- Security Domain Committee (Lora Mellies/R.D. Porter) – Lora reported this Committee has completed a draft of the information classification categorization and is waiting for comments back. Gerry noted that the Office of Homeland Security has gone on record saying the information classification is inappropriate. He suggested including someone from that office in a future discussion. Lora stated their classifications include confidential by statute or public (open). Categorizations are posted after the classification and can be used as distribution tags. Gerry asked Lora and the Committee to resolve the issue of product compliance with respect to sanitizing/overriding computers.
- Privacy Domain Committee (Scott Willett) – Scott stated the group has remained with the original disciplines. Spyware and spyware removal were discussed at the last meeting. They will be looking into these areas. If any other agencies would like to participate in this Domain, they should contact Scott.

2. **Digital Government Committee Update (Lew Davison/Ron Thomas)** – Ron reported that two meetings were held with CISCO and the business people from various agencies on egovernment projects. There are 15 agency projects and 13 enterprise projects. Next they will be discussing prioritization and building business cases.
   - Application Development Subcommittee (Jim Roggero/Pat Brooks)
   - Credit Cards Subcommittee (Scott Peters)
   - CRM Subcommittee (Don Lloyd) – Don stated that META will be coming in October to facilitate a session on the definition of CRM. Gerry stated the workshop is scheduled for October 19th from 8:30 a.m. to 12:30 p.m. in Room 500 of the Truman Building. There is a definite interest in agencies working as proof of concept role.
   - Digital Certificates Subcommittee (Todd Craig) – Gerry stated that the state may be rebidding the digital certificates contract and it would not be limited to Verisign.
   - Digital Media Subcommittee (Jim Weber/Kay Dinolfo) – Kay reported that several agencies worked on the newsfeed on the state home page. This is another example of interagency cooperation on a statewide project, and the Governor has recognized the group with an Award for Quality and Productivity.

3. **MOTEC Update (Tim Dwyer/Laura Mertens)** – Tim stated the June/July utilization report was distributed with agenda. The facility is now being booked three to four months in advance. Additional space may be required in the future if the current rate of usage continues. The facility will move to its new location in mid-December. The next meeting will be held at the new facility on Elm Street. The CBT contract expires October 17th. The Committee is considering not renewing the contract with NETg. A contract with MindLeaders is being considered. A survey will be sent out in the near future. Any questions or concerns should be directed to Laura Mertens.

4. **Personnel Committee (Chris Wilkerson)** – Jim Roggero asked if any other agencies were aware of changes made by the U.S. Department of Labor on overtime. He suggested that agencies that have not reviewed this list to do so as there are several changes.

5. **Privacy Committee (Scott Willett)** – Scott stated the Committee would address the confidentiality statement for signature lines on email.

6. **Project Management Committee Update (Jim Roggero/Tom Stokes)** – Jim Roggero noted that MOVAP is still being pressed forward. A Project Management course is going on currently. Jim Roggero and Jim Weber will be meeting with the instructor to address feedback. Any comments on the instructor or the course can be directed to either of them. One concern to be addressed is the amount of time spent away from the office to attend the course. They are looking at streamlining the course. Gerry noted that Silver Oaks was very supportive of the MOVAP project.
   - Cost Benefit Approach to State Government Subcommittee (Paul Wright)

- Performance Measures Subcommittee (Paul Wright)

7. **Security Committee (Lora Mellies/R.D. Porter)** – Lora reported the Committee met last week to discuss the draft of the information classification. She referenced a vulnerability assessment request from David Crain. They have formed a group of volunteers that will be formulating a checklist for state agencies that can be used by their security staff to perform vulnerability assessments. David stated he had been using documents put out from this Committee to conduct their own assessment. He will provide feedback when their audit is complete. Lora also stated that Symantec would give a presentation at their October meeting.

8. **User Group Coordination (Jeff Falter/Debbie Tedeschi)** – Jeff stated he had informed the User Groups to provide a written annual summary for the September ITAB Meeting and to be present at the October meeting to address any questions or concerns.

COLLABORATIVE EFFORTS

1. **Internet/MOREnet Update (Chip Byers)** – No update.

2. **Network Management Consortium Update (Jim Roggero/Jill Hansen)** – This item was addressed under the CIO Update.

3. **Statewide Purchasing Update (Gary Eggen/Karen Boeger)** – The updated IT Bid report was distributed with the meeting agenda. There were no additional updates.

4. **Technology Services Update (Gail Wekenborg)** – No update.

5. **MO GIS Advisory Council (Tony Spicci)** – Tony Spicci stated that Jeff Falter with State Emergency Management Agency was elected as Chair and Jeff Haney from Department of Revenue was elected as Vice-chair. The Council discussed and agreed to support the recommendation on MERGIS. The annual report is nearly completed. Their next meeting is scheduled for September 9th. The Missouri GIS Conference will be held February 21-23 at Tan-Tar-A.

OPEN DISCUSSION

1. Status of Senate Bill 1082 – Division of Network Efficiency/State Communications Commission (Jill Hansen/Jim Roggero) – This item was addressed under the CIO Update.

2. Current/Planned Bids – Hayden Hill asked about application support for IVR. Karen Boeger will have Gary Eggen get in touch with Hayden on this topic.

REVIEW OF ACTION ITEMS

- Gerry Wethington to circulate to agencies the areas to be included in business continuity plans.
- Representation from an agency with UNIX experience is needed on the Application Domain Committee.
- Agencies interested in providing requirements for the META Group contract and/or participating in bid evaluation to contact Gary Eggen or Debbie Tedeschi.
- Gerry Wethington and Debbie Tedeschi to work with META to evaluate the move to package AdvantageGen products together.
- Gerry Wethington requested Mary Willingham, Gary Lyndaker, and Debbie Tedeschi work with their committee to define the cost center categories (i.e., email, data base, etc.) for IT salaries.
- After cost center categories are identified, consideration will be given to doing a comparison of IT positions and salaries by the various categories.
- Gerry Wethington to outline process used to obtain approval for the policies he has implemented on the OIT web

site.
- Jill Hansen to contact each agency to obtain their approach to the email consolidation. She will then provide this input to this group.
- Gerry will distribute the OIT billing figures at the August ITAB meeting. Invoices will then be mailed to the agencies after the meeting.
- Ron Thomas to post Egovernment Report Card information on the OIT web site.
- Scott Willett to add distinction between persistent and session cookies on the Online Privacy Policy Template approved by ITAB on 8/25/04.
- Privacy Committee to determine when it is appropriate to use a e-mail confidentiality statement and establish a template to follow.
- Agency CIOs to provide appropriate individuals to serve on the Network Management Consortium (SB 1082), if they have not already done so.
- Gerry Wethington to distribute the OIT FY06 Budget requests when finalized.
- Gerry Wethington to develop an OIT Policy and Procedures Manual.
- Gerry Wethington to develop an ITAB Policy and Procedures Manual.
- Architecture Review Committee (ARC) to determine method of informing everyone of new compliance components as they are added to the web site.
- Agencies to designate an employee to perform architecture responsibilities and submit their name to Michael Elley.
- Security Committee to review the subject of product compliance relating to the sanitizing/overriding computers prior to disposal/transfer.
- Privacy Domain Committee would like additional members. Names can be submitted to Scott Willett.
- Agencies to submit any additional feedback on the project management training to Jim Roggero or Jim Weber.
- David Crain to provide feedback when their Security Audit is completed.
- Gary Eggen to contact Hayden Hill regarding application support for IVR.

NEXT MEETING

1. The next ITAB Meeting is scheduled for **Wednesday, September 29, 2004 at 8:30 a.m. at the Kirkpatrick State Information Center, Interpretive Center, 600 West Main Street, Jefferson City, MO.**

JLW/cc